

<b>Notice of References Cited</b>	Application/Control No. 09/825,153		Applicant(s)/Patent Under Reexamination JACOBS ET AL.	
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*	B	US-5,774,661	06-1998	Chatterjee et al.	709/203
*	C	US-5,590,269	12-1996	Kruse et al.	705/9
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	V	Lesaint, D. et al., Dynamic workforce management IEE Colloquium on AI for Network Management Systems, Digest No: 1997/094, April 1997
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	X	Bisio, Rosella et al., Effective Resource Scheduling in Work Force Management content for Telecommunications Work Centers CPAIOR'99

\*A copy of this reference is not being furnished with this Office action. (See MPEP § 707.05(a).)  
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